

TF Standard I Reflection

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Internship in Educational Technology Leadership

Technology Operations and Concepts

“All technology leaders and facilitators must possess expertise in technology operations and concepts. They are also expected to build technical proficiency among their fellow educators” (Williamson & Redish, 2009). Build is the key word in this statement. Building technical proficiency is the greatest asset a staff member can possess for many reasons. This asset brings self-efficiency to the person containing this knowledge. The ones without this knowledge are the ones that struggle with day to day task in the technology area. As a leader, especially in the area of technology, proficiency means someone who can handle computer issues on their own. As a technology leader or facilitator the majority of each day is spent answering field calls for computer issues. Trying to track down and resolve technical problems on your computer is, undeniably, one of life's most frustrating experiences (O'Donnell, 2011).

The topics discussed above are a reflection of my work day. As a director of our department it is imperative that I not only have expertise but I also share this with fellow educators. Participating in this program has provided me with many tools to obtain the knowledge and proficiency needed as a technology leader and occasionally as facilitator. The job responsibilities point in the direction of a leader but often times I provide the in-depth understanding associated with the facilitator role. The skills I have gained during my quest for a master's degree has more than provided the knowledge, experience and support needed to accomplish the tasks mentioned. Another thought to add to this reflection are my feelings of inadequacy towards a few of the Web 2.0 tools. I assumed by working with technology a number of years I was proficient, but I was not. I gained many new skills related to web conferencing, blogs, web pages, video and other multimedia products. One of the best tools I obtained was the contacts of fellow colleagues and the prospect of additional collaboration in the

future. During several assignments we worked in a group which was very valuable. The resources I gained will be used in the future as I share, plan and collaborate with coworkers and peers working towards technology training for educators.

“School districts have adopted several different approaches to preparing their educators for using and learning with technology” (Solomon & Schrum, 2007). As mentioned in this quote the teachers must use and learn with technology in training to be able to fully implement techniques in the classroom. I understand this concept as I am a hands-on learner. I struggle with learning by audio only. I need the physical touch and visual to learn and maintain. As I work with teachers and office staff to be more proficient in technology I am dedicated to the hands-on approach in hopes that it will help others learn and retain the knowledge.

During this course I discovered I had a lot to learn about basic computer operations and hardware. New computer components are arriving on the screen almost daily but I have not spent the time researching the new tools. Previous experience with technology operations has carried me up to date in the field but I need to spend time learning new techniques. During assignment work in this course I took the approach of learning the information from a new perspective. Using this learning strategy allowed me to lay aside the previous information and capitalize on the new information. I supported my new information by participating in the web conferences, discussion forums and blogs.

References

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